

# SPECTRUM



WATERLOO REGION'S RAINBOW  
COMMUNITY SPACE

# VOLUNTEER HANDBOOK

(August 2018)

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## **PURPOSE OF THIS HANDBOOK**

This manual will orient you to the various policies and procedures that you should be aware of as a volunteer or peer with SPECTRUM. You will also find helpful information that will familiarize you with important aspects of your roles and responsibilities.

## **DEFINITION OF A VOLUNTEER**

A volunteer is a very special person who gives their time and talents for the benefit of others without personal remuneration. Volunteers ensure that our programs are maintained and run smoothly and that people who access our services feel valued and connected.

**YOU ARE A VERY IMPORTANT PART OF THE  
SPECTRUM TEAM!**

**We want you to have a positive experience!**



## **ABOUT SPECTRUM**

### **What is the purpose of SPECTRUM?**

- To provide a physical space for the LGBTQ/Rainbow |community
- To provide a friendly and welcoming gathering space for the LGBTQ/Rainbow community that is inclusive of all people
- To provide a central location of information, referrals and support to the LGBTQ/Rainbow community
- To improve recognition, growth and stature of the LGBTQ/Rainbow community
- To foster partnerships and region-wide collaborations
- To provide educational material that will promote a better understanding of the LGBTQ/Rainbow community
- To connect people, ideas and resources
- To achieve regional level improvements and recognition for the LGBTQ/Rainbow community

### **Rainbow Who?**

The Rainbow community includes people whose sexual orientation, gender identity and/or physical sex is different from the majority of the population. That includes people who identify as lesbian, gay, bisexual, transgender, transsexual, intersex, queer, questioning, asexual, two-spirited, gender fluid, unlabelled, and their allies (LGBTQ). Spectrum welcomes anyone who is interested in increasing awareness and inclusion of gender and sexual diversity.

### **Our Vision:**

To provide a physical and public space for the Rainbow community in the Waterloo Region

### **Our Mission:**

**SPECTRUM** is a volunteer-based LGBTQ community venue that is sustainable, supportive, positive and a safe space for people of all ages in the Waterloo Region. By providing resources, information, rainbow-related events and programming, SPECTRUM will work together with partners and allies to ensure a strong and inclusive community.

## **How did SPECTRUM start?**

In 2010, three community conversations were held that identified a strong need for a sustainable physical location that would support the ongoing development of the Rainbow community in Waterloo Region. The Waterloo Region Rainbow Coalition Board of Directors (WRRRC BOD) had been meeting regularly since January 2011 to develop the foundation for such a framework and for increasing inclusion in the community at large. SPECTRUM thanks the WRRRC BOD for all of their work.

Saturday, July 28, 2012 SPECTRUM moved into Unit K 42 Erb St. E., Waterloo and held a GRAND OPENING on Sunday, September 30, 2012

Tuesday, February 2013 SPECTRUM spun off from the WRRRC and became an independent entity.

Friday, May 15, 2015 SPECTRUM moved to our newest location, Unit 210, 283 Duke St. W. in Kitchener.

On January 30, 2018 SPECTRUM received formal confirmation of Charitable Status from the Canada Revenue Agency, with status backdated to August 1, 2017.

## **What Other Committees Are There?**

For a complete list of SPECTRUM Committees, please see <http://ourspectrum.com/about-us/>

## **How Can People Get Involved with SPECTRUM?**

We invite volunteers to join an action group, join the Board of Directors, volunteer with the Board of Directors, or simply keep in touch via the mailing list, Facebook, or Twitter. For information on volunteer opportunities with SPECTRUM, please see <http://ourspectrum.com/get-involved/volunteers/>

## **Contact Information**

- Email            info@ourspectrum.com
- Website        www.ourspectrum.com
- Facebook      http://www.facebook.com/SpectrumCommunitySpace
- Twitter         @our\_SPECTRUM
- Location       Unit 210, 283 Duke St. W.



## WATERLOO REGION'S RAINBOW COMMUNITY SPACE

### **PURPOSES OF SPECTRUM - WATERLOO REGION'S RAINBOW COMMUNITY SPACE**

- To provide a physical space for SPECTRUM - Waterloo Region's Rainbow Community Space, its partners and the LGBTQ/Rainbow community
- To provide a friendly and welcoming gathering space for the LGBTQ/Rainbow community that is inclusive of all people
- To provide a central location for information, referrals and support to the LGBTQ/Rainbow community
- To improve recognition, growth and stature of the LGBTQ/Rainbow community
- To foster partnerships and region-wide collaborations
- To provide educational material that will promote a better understanding of the LGBTQ/Rainbow community
- To connect people, ideas and resources
- To achieve regional level improvements and recognition for the LGBTQ/Rainbow community

**And with your help ... we will get there!**

## **POLICIES AND PROCEDURES**

### **SPECTRUM's Position on Volunteerism**

As a volunteer-based organization, the philosophy, goals, principles and ethics of volunteerism will be accepted and promoted by all. SPECTRUM will provide an environment in which to discuss issues, recommendations, ideas and concerns of volunteers.

### **Volunteer Recruitment**

Volunteers shall be eligible for recruitment from the community without discrimination based on gender identity, sexual orientation, ethnicity, religion, marital/family status, race, creed, disability, and/or any other reason.

#### **Procedure:**

- The SPECTRUM Volunteer Coordination Team will ensure that:
- All volunteer applicants are informed of potential screening methods prior to being interviewed.
- All potential volunteers complete an application form.
- An interview will be arranged.
- All accepted applicants will be provided training when applicable.

### **Rights and Responsibilities**

Volunteers are a valuable resource to SPECTRUM and we are committed to maintaining a safe and supportive environment allowing volunteers to actively perform their duties to the best of their abilities, being accountable, and to remain faithful to the philosophies, policies and procedures of SPECTRUM.

### **Your Rights**

As a volunteer with SPECTRUM, you have the following rights:

- To be treated with respect and human dignity.
- To be heard and have opportunities to express your ideas and opinions.
- To work without discrimination because of gender identity, sexual orientation, race, ancestry, ethnic origin, creed, colour, citizenship, age, marital/family status, disability or any other reason.

## Your Responsibilities

- As a volunteer with SPECTRUM, you have the following responsibilities:
- Adhere to the SPECTRUM Volunteer Code of Conduct.
- Follow the SPECTRUM Code of Practice.
- Follow policies and procedures according to the By-Laws.
- Respect all confidential information.
- Have an understanding of working with diverse populations and topics relevant to these populations.
- Be sincere in the offer of service and believe in the value of the job to be done.
- Bring to your work an attitude of open-mindedness.
- Do your work with high standards.
- Ensure you fully understand the tasks you are undertaking.
- Be time-responsible. Carry out duties promptly and reliably, maintaining appropriate lines of communication.
- Refrain from the consumption of alcohol or the use of illegal drugs prior to and during your shift.
- Cooperate with other volunteers, peers and service users.
- Ensure that all contact information is kept up to date.
- Keep track of your volunteer hours.
- Let us know your needs and concerns.

## **Violence and Harassment Prevention**

SPECTRUM supports a work environment that respects and protects the rights of employees, volunteers, service users, and board members as guaranteed by the Occupational Health & Safety Act, the Canadian Charter of Rights and Freedoms, the Human Rights Code, the Criminal Code and other applicable legislation that protects the rights of individuals.

SPECTRUM recognizes that violence, aggression and harassment can be committed by any person including employees, volunteers, service users, board members or the public. Every individual is entitled to protection from abuse, violence and aggression, and, if subjected to abuse, violence or aggression in the workplace, each person has the right to immediate protection and support, by reporting it to the SPECTRUM Volunteer Coordinator ([volunteer@ourspectrum.com](mailto:volunteer@ourspectrum.com)) or by calling 911.

## **Attendance and Absenteeism**

As a volunteer-based community association, all of the services provided by SPECTRUM are performed by volunteers. Therefore, all volunteers must be responsible by arriving on time and honouring their obligations. If unforeseen circumstances prevent you from this, please inform the Volunteer Coordinator ([volunteer@ourspectrum.com](mailto:volunteer@ourspectrum.com)) as soon as possible so that alternate arrangements can be made.

## **Volunteer Suspension and Termination**

Listed below are a number of serious situations in which volunteers may be placed on suspension or terminated:

- Breach of confidentiality regarding a service user.
- Discriminating against another volunteer, service user or board member.
- Theft of or damage to SPECTRUM/Creative Enterprise Initiative property.
- Unsatisfactory job performance including, but not necessarily restricted to incompetence or insubordination.
- Disregard for policies.
- Use of illegal drugs or alcohol while on duty.
- Illegal activities.

## Miscellaneous “Need to Know” Items

- **Calling in Sick** – Please do not report to SPECTRUM Community Space, SPECTRUM functions or meetings if you are contagious (flu, cold, etc.). Please email the Volunteer Coordinator at [volunteer@ourspectrum.com](mailto:volunteer@ourspectrum.com) 24 hours prior to your shift to give time to find someone to replace your shift.
- **Collecting and Handling SPECTRUM Donations** – Please complete SPECTRUM donation form. All cheques are to be made payable to SPECTRUM. Cheques and cash are to be given to SPECTRUM Treasurer or co-ordinator immediately upon receipt.
- **Keeping SPECTRUM Community Space Clean or facilities where a SPECTRUM function is being held** – Please pick up all garbage and left-over items. Bowls can be washed in the nearby washroom. Please help make our SPECTRUM Community Space or event space look and function better. Cardboard should be broken down, papers recycled, bottles/cans recycled and garbage to be put in the appropriate place. The collection area for depositing these items is on the lowest floor of the building. Ask for directions as needed.
- **Change in Contact Information** – Contact the SPECTRUM Volunteer Coordinator immediately upon a change of contact information by email at [volunteer@ourspectrum.com](mailto:volunteer@ourspectrum.com)
- **Smoking** – There is no smoking in the building or at the entrance to the community space, only in designated area, (15 meters from building entrance.)
- **Food and Beverages** – All food and beverages, such as coffee/tea, can be prepared in the SPECTRUM Community Space. However, be mindful of others and clean up after yourself.
- **Entrance** – Volunteers can enter through the Duke St. entrance or through the loading dock entrance. There is a keypad at the latter. A key for the Space should be obtained from the Executive Director or Volunteer Coordinator. Place the large SPECTRUM sign around the corner from the Space to the left. At the close of a shift for the SPECTRUM Community Space, the sign is to be returned to the SPECTRUM Community Space.
- **Opening and Closing Procedures** – All opening and closing procedures are listed in the SPECTRUM Community Space. It is important that they be followed.
- **Staffing** – It is best that there be at least **two** persons in the Community Space at all times for safety purposes.

## **SPECTRUM CODE OF PRACTICE**

This code of practice describes SPECTRUM expectations of all Board of Directors, volunteers and participants at the SPECTRUM Community Space, meetings, functions, media events, and any other community happenings.

- Work together to build the LGBTQ / Rainbow community voice in Waterloo Region.
- Promote understanding, support and equitable treatment for the LGBTQ / Rainbow community.
- Treat all people with civility, respect, integrity and fairness.
- Respect confidentiality.
- Abide by the By-Laws of SPECTRUM.
- Abide by the principles, values and laws accepted by Canadian society.
- Be accountable to those we seek to assist and those from whom we accept resources.
- Value leadership, collaboration, sustainability, equity and volunteerism.
- Respect the rights of all.
- Refrain from harassment or violence against any person.
- Promote respectful dialogue with regard to political, religious or government policy.
- Avoid profiting from inside information regarding SPECTRUM performance, financial stability or internal problems.
- Do not make promises regarding SPECTRUM performance and responsibilities.
- Respect and support the decisions of the SPECTRUM Board of Directors (BOD.)
- Bring any issues to the attention of the SPECTRUM BOD.
- Participate in and attend the SPECTRUM Annual General Meeting (AGM).
- Always work together for a unified SPECTRUM.

## **SPECTRUM VOLUNTEER CODE OF CONDUCT**

### **1. Confidentiality**

I will honour the confidentiality of service users, volunteers, peers, board members and donors. I agree to consider information pertaining to sexual orientation, gender identity, family relations, phone numbers/addresses, and other facts of a highly personal nature as confidential. I understand that I am not to disclose this information to any person except with the expressed permission of the individual concerned.

### **2. Non-Discrimination/Equity**

In keeping with SPECTRUM policies, SPECTRUM will neither practice nor tolerate discrimination or harassment against any service user, volunteer or peer on the grounds of gender identity, sexual orientation, race, creed, colour, ethnic origin, citizenship, political or religious affiliation, age, marital status, economic status, disability or any other reason. I will treat all with respect, care and dignity and agree to support people in making their own personal choices.

### **3. Conflict of Interest**

I agree to discuss any potential conflict with my peers and commit to honesty in all matters related to my volunteer relationship with SPECTRUM.

### **4. Relationships/Boundaries**

SPECTRUM encourages friendly relations between volunteers and those they serve. However, it is important to remain aware of appropriate boundaries. I agree to maintain respectful and professional relationship boundaries during the course of my volunteer work at the Community Space and all SPECTRUM activities.

### **5. Training**

I understand that in accepting a volunteer position with SPECTRUM, I am agreeing to complete the necessary training for the specific role.

## **6. Accountability**

I agree to be accountable for my conduct and performance at all times in an official volunteer role or acting as a representative capacity for SPECTRUM. Scheduled assignments are my responsibility and treated seriously. Notice is expected if I am unable to attend my shift at an event, SPECTRUM community space or at meetings.

## **7. Alcohol/Drug Use**

I understand that being under the influence of alcohol or drugs may interfere with my ability to be effective and deliver services. Therefore, I agree not to perform volunteer duties while under the influence of drugs or alcohol, and not to provide other individuals with illegal substances or encourage their use on premises at SPECTRUM Community space or at a SPECTRUM event.

## **8. Safety**

I ensure that all activities I undertake for SPECTRUM will provide a safe environment for everyone at all times. I understand the provision of a safe work environment and at any time that I am unclear, I will seek guidance from the SPECTRUM Volunteer Coordination Team.

## **9. Scents**

Many people suffer from environmental allergies and are extremely sensitive to strong scents. In order to make SPECTRUM community space as comfortable as possible for all people who are affected by this, volunteers and peers agree to a scent free environment while in the SPECTRUM Community Space and while performing duties at functions on behalf of SPECTRUM in the community.

## **10. Behaviour**

SPECTRUM encourages respectful relations and civility between service users, volunteers and peers in all interactions.

## **11. Non-compliance**

I understand that failure to adhere to any and all parts of the SPECTRUM Volunteer Code of Conduct, Creative Enterprise Initiative Prohibited Behaviour and the SPECTRUM Code of

Practice may result in suspension from my volunteer duties and/or termination of my volunteer relationship with SPECTRUM

## **Other Prohibited Behaviours**

- Smoking anywhere in the building at any time
- Possession or use of substances contrary to the Controlled Drugs and Substances Act
- Possession or use of liquor contrary to the Liquor Licence Act
- Use of hazardous or dangerous materials, or materials or processes that are contrary to occupational health and safety legislation or environmental protection legislation
- Excessive noise
- Partying
- Occupation for habitation purposes
- Cooking or similar activities
- Subleasing or renting out any part of the unit or common areas.
- Disruptive or similar behaviour, including behaviour that may have negative impact on other occupants of or the public in attendance at the Duke St. facility.
- Any other behaviour that is (i) illegal, or (ii) inappropriate or inconsistent with the objectives of the Duke St. facility.

**VOLUNTEER AGREEMENT**

I, \_\_\_\_\_ fully understand the guidelines set forth in the SPECTRUM Code of Practice, the SPECTRUM Volunteer Code of Conduct, and the Creative Enterprise Initiative Prohibited Behaviours and will respect these guidelines. I also understand the result of contrary behaviour.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

*Please return to the SPECTRUM Volunteer Coordinator*





**Thank you for caring and giving more than you will receive!**

**We are so fortunate to have you as a volunteer!**